



Curbside Recycling Program Survey

During the fall of 2004, the Hillsborough County Solid Waste Management Department initiated a recycling survey of residential customers in Hillsborough County. The purpose of the survey was to determine how many residential households were participating in the recycling program, what our customers thought of the program, and if they had any ideas for improving it. The response was literally overwhelming!



Mail surveys of this type typically average a 10%-15% response rate. We received over 50,000 responses, which translates into a staggering 24.9% response! A database had to be created to manage the data, additional staff were brought in to enter it, and the recycling bin inventories of our Franchise Collectors were depleted between 3 & 5 times each while responding to all of the requests for bins. We are still trying to catch up on all of the requests! If you requested recycling bins and were placed on a waiting list, we ask for your continued patience while we get caught up!

A few interesting statistics from the survey:

- 203,000 Number of survey cards mailed out
- 50,680 Number of survey cards returned
- 24.9% Approximate percentage of return
- 10,804 Number of customers requesting bins
- 6,377 Number of customers requesting recycling information
- 4,420 Number of cards returned without customer contact information
- 33 Number of customers who stated that recycling should be mandatory

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Think Before You Throw! Join the Anti-Litter Partner Program

In 2004, nearly 400 companies partnered with the Hillsborough County Solid Waste Management Department to help spread the anti-litter word. These partners participated by displaying **Think Before You Throw** decals, posters and window static clings. In addition, many partners helped by distributing litterbags, car air fresheners and pocket ashtrays to their customers. Even our community's youth partnered through bike rodeos where they took time to test their **Think Before You Throw** frisbees.

Would you like to help spread the Anti-Litter message in Hillsborough County? Make a commitment to keep your establishment and its surrounding area clean and free of litter. You can easily identify a partner because of the sign in their window.

For more information please call 272-5680. ●



Used Oil Drop-off Location Change

Beginning
**October 1,
2005**, the
Solid Waste
Management
Department
(SWMD) will

no longer accept used motor oil
at the following Community
Collection Centers:

Northwest County
8001 West Linebaugh Avenue,

Hillsborough Heights
6209 Highway 579

South County
13000 U.S. Hwy. 41 South.

However, residents may deliver
their used motor oil to one of
the County's Household
Chemical and Electronic
Collection (HCEC) events which
are held on the 1st Saturday of
each month at 9805 Sheldon
Road, 2nd Saturday of each
month at 13000 U.S. Hwy. 41
(Powell Road Entrance) and the
3rd Saturday of each month at
6209 Hwy. 579. The Saturday
HCEC events are scheduled
from 8:00AM to 2:00PM.

For a list of used motor oil
drop-off locations in your area
call the Florida Department of
Environmental Protection at
1-800-741-4DEP or go to:
<http://www.earth911.org> ●



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- 5% Approximate percentage of unsatisfied customers
- 17 Number of cards returned with letters attached
- \$200,000 Approximate cost of bins requested in response to this survey
- 188 Approximate number of days needed to enter the data from the survey cards

On behalf of Hillsborough County's Solid Waste Management Department we sincerely thank all of you who took the time to participate in the residential recycling survey. Its success is somewhat unprecedented! In doing so, you provided us with valuable feedback, which will be used to improve and refine the services provided to you by the Solid Waste Management Department and its Franchise Collectors.

Also, a sincere **"Thank You"** to all of you who regularly participate in Hillsborough County's Residential Recycling Program. Doing so benefits our environment because recycling prolongs the life of our landfill and it reduces the amount of resources used in the production of some products by as much as 75%. Remember, all solid waste produced in Hillsborough County is disposed of in Hillsborough County.

Reduce, Reuse & Recycle!!

A more comprehensive report on the results of this survey will be provided in a future mailing. ●

Beautification Program Seeks Volunteers

Keep Hillsborough County Beautiful, a non-profit organization, is looking for site captains, sponsors and volunteers for its Florida Coastal Cleanup from 8 a.m. to 12:00 noon on Sept. 17, 2005, at locations throughout Hillsborough County.

Volunteers can find a list of locations closer to the event date at www.khcbonline.org. The event is part of an international effort coordinated through the Ocean Conservancy to educate people about the impact of litter and involve them in shoreline cleanups.

Last year, more than 1,170 local volunteers came out to 15 locations and picked up nearly 18 tons of trash. Sites included Brooker Creek in Odessa, Camp Bayou Preserve, Lake Thonotosassa, Rowlett Park in Sulphur Springs and Apollo Beach which boasted the highest number of volunteers, totaling 253, followed by 22nd Street Causeway, totaling 167.

Some of the more unusual items found included a vacuum cleaner, microwave, flamingo planter and even a kitchen sink, in addition to the typical cigarette butts, cans, bottles and plastic. As could be expected, there was also a large volume of hurricane debris in the form of wood waste.

Trash bags, gloves and refreshments will be provided for the cleanup. Groups of five or more are asked to pre-register. For information, call (813) 960-5121. ●



Managing Your Solid Waste Before and After a Disaster



The Solid Waste Management Department (SWMD) provides residential solid waste (household garbage, recycling and yard waste) collection service for approximately 220,000 customers in unincorporated Hillsborough County and parts of "New Tampa". The information below will help you to better manage your solid waste for proper collection and disposal before and after a disaster event.

Before A Disaster

A disaster can happen quickly, without warning, anytime and anywhere. It can force you to evacuate your neighborhood or confine you to your home. Therefore, before a disaster happens you should prepare a disaster kit that, at a minimum, should include: a large covered household garbage can, camping back pack, duffle bag, water, food, first aid kit, non-prescription drugs, tools and supplies, flashlights, candles, matches, batteries, lime, sanitation supplies (i.e., toilet paper, heavy duty plastic garbage bags...), clothing and bedding, special items for family members (i.e., infant formula, and extra eyeglasses...), games and books, important family documents, an extra set of car keys, credit card, and extra cash or traveler's checks.

Trim trees and shrubbery regularly. Cut weak branches and thin foliage into maximum 4 foot lengths and 6 inch diameter widths.

Do not trim trees once a hurricane/storm watch or warning is announced. Do not place any solid waste materials at the curb or take any items to the County's Community Collection Centers during a storm watch or warning. During a storm watch or warning it is possible that normal solid waste collection service could be suspended and County facilities may be temporarily closed. Do not put garbage or bulky waste items at the curb in a "junk" pile because they will not be collected until after the storm/disaster event.

After A Disaster

After a disaster, your solid waste (household garbage, recyclables and yard waste) collection service may be interrupted and may not be restored for a while, so make sure you have enough sturdy, lidded containers to hold the solid waste that you may generate for at least two-weeks.

Watch or listen for announcements about County solid waste collection service and debris removal schedules. Please understand that normal solid waste collection services will resume as soon as possible after a disaster event. However, it may be several weeks before excessive amounts of yard waste and storm debris are removed by the County's Debris Contractor.

Keep your solid waste separated from your storm debris for easier collection at the curb. Place smaller or loose debris-related items in garbage cans or plastic bags (weight limit 50 pounds) at the curb. The Debris Contractor will only pick up debris that has been placed at your curbside. Remember, it may take several weeks for debris to be removed.

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Do not rely on County personnel to remove debris from locations other than curbside or public roadways. Do not risk injury by placing debris near a fence, mailbox or on top of power line equipment. Avoid power poles, transformers and downed electrical wiring.

Do not place items in front of a vacant lot - they won't be collected. Do not wait for a special debris removal date to be announced to place your debris at the curb; place it out as soon as possible. If you wait, your debris may be missed for pick-up by the Debris Contractor and you may be required to make your own arrangements to deliver your debris to a County-designated facility for proper disposal.

As soon as possible following a disaster, Hillsborough County will notify you when to expect normal solid waste (household garbage, recycling and yard waste) collection service to resume as well as the debris removal schedule for your area. Until then, separate any debris materials, broken tree limbs and other yard waste resulting from the disaster into different piles for removal by the Debris Contractor.

Normal Solid Waste Collection Service

When solid waste collection services have been restored, the County's Solid Waste Franchise Collection Company (Waste Management, Liberty Waste and Recycling or Republic Waste Services) that provides solid waste collection services in your area will resume curbside collection of normal amounts of residential solid waste (household garbage, recyclables and yard waste), including grass clippings, tree trimmings and shrubbery. If possible, leaves and tree trimmings should be placed in bags or containers such as garbage cans and placed at the curb for collection as soon as possible.

Vegetative and Non-Vegetative Storm Debris Collection Service

If you have over-sized or large amounts of vegetative storm debris (tree limbs and branches longer than four feet and larger than four inches in diameter), please place these items at your curbside as soon as possible for collection by the County's Debris Contractors. The County's Franchise Collectors are not responsible for the collection of storm debris.

If you have non-vegetative storm debris (wet carpeting, drywall, shingles, fencing and water-damaged household items), please place these materials at your curbside as soon as possible for collection by the County's Debris Contractors. Please be patient as the removal of storm debris will not be on the same schedule as your usual solid waste (household garbage, recycling, yard waste) collection service.

You can also deliver your non-vegetative items to one of the following County Community Collection Centers (CCC):

Alderman Ford CCC

State Road 39 across from Alderman Ford Park

Northwest County CCC

8001 West Linebaugh Avenue

The Wimauma CCC

West Lake Drive, 1.5 miles North of State Road 674.

Hillsborough Heights CCC

County Road 579 just North of I-4

South County CCC

US 41 north of Big Bend Road

Under normal circumstances, all County CCC's are open Monday through Saturday from 7:30AM to 5:30PM.

Please contact the SWMD Customer Service Section at 272-5680, should you have any questions about managing your solid waste before and after a disaster event. For general disaster preparedness information, please call 272-6900 or contact the County's Citizen Action Center at 272-5900. ●

“CAN DO” Community Focus

If your community is planning an event and would like to have the recycling and anti-litter staff and “CAN DO” attend, please call the Hillsborough County Solid Waste Management Department at 272-5680 for further information. ●



HOUSEHOLD CHEMICALS AND ELECTRONICS COLLECTIONS



Hillsborough County Residents are encouraged to safely dispose of household chemicals and electronics by taking them to our collection events for proper disposal. These events are scheduled at three (3) locations on Saturdays from 8AM to 2PM and are for household residents only, not businesses or other organizations.

1st Saturday of the month at 9805 Sheldon Rd. (Northwest County)

2nd Saturday of the month on Powell Rd., 1/4 mile North of Big Bend Rd. (South County)

3rd Saturday of the month on CR 579, 1/4 mile north of I-4 (East County)

Insecticides, paint, TV's, and computers are some of the items taken at these collections. For more information about the household chemicals and electronics collections please visit our HomeSafeHome website at <http://www.hillsboroughcounty.org/solidwaste/resources/publications/home.cfm> or call the Solid Waste Management Department at (813) 272-5680.

For the safety of the public and our employees, the collections may be suspended during periods of threatening weather conditions. ●



DISPOSAL OF RESIDENTIAL ROOFING, SIDING, AND OTHER CONSTRUCTION MATERIALS

The hurricane season is here again! Hopefully it will not be as eventful as last year but many homeowners are still making repairs or replacing their roofs and siding with stronger and hopefully more hurricane resistant material. We receive many calls requesting information on the disposal of residential construction materials. For guidelines on the removal and disposal of these types of debris, please visit our website at <http://www.hillsboroughcounty.org/solidwaste>.

For additional information, please contact the Solid Waste Management Department at (813) 272-5680. ●

"Working locally to effect change globally"

SUMMER

THE RECYCLING PLANET

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A QUARTERLY REPORT ON MANAGING SOLID WASTE IN HILLSBOROUGH COUNTY

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THINK BEFORE YOU THROW!



MANAGING YOUR SOLID WASTE BEFORE AND AFTER A DISASTER



BEAUTIFICATION PROGRAM SEEKS VOLUNTEERS



DISPOSAL OF RESIDENTIAL ROOFING, SIDING, AND OTHER CONSTRUCTION MATERIALS



HOUSEHOLD CHEMICALS AND ELECTRONICS COLLECTIONS



"CAN DO" COMMUNITY FOCUS

This newsletter is sent to you by the Hillsborough County Solid Waste Management Department as part of its ongoing Recycling and Waste Reduction Public Education and Awareness Program.

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